

TOWN OF CLINTON POLICE DEPARTMENT
RULES AND REGULATIONS/POLICIES AND PROCEDURES

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SUBJECT: BIAS INCIDENT INVESTIGATION			112320
EFFECTIVE DATE 9/17/10	CHIEF OF POLICE J. Cory Kubinak		
CROSS REFERENCE #: AG Standards April 2019	POLICE DEPARTMENT TOWN OF CLINTON		

POLICY:

Bias incidents have occurred throughout the State and the Nation. As a result, the victimized communities have been gripped by uncertainty, tension and conflict. The promulgation of these standards serve as recognition that the unique nature of suspected or confirmed bias incidents requires special handling from this Department.

Crimes having a racial, religious, or ethnic component manifest themselves in a wide spectrum of antisocial activities. These bias incidents jeopardize the active and open pursuit of freedom and opportunity. Bias incidents attack the racial, religious and ethnic heritage of our citizens, important elements of our history and our future. Closely linked to our heritage are individual values, beliefs and identities. Bias incidents undermine these foundations of freedom.

It shall be the policy of the Town Police Department to bring the investigative and enforcement elements of the department into quick action following any and all suspected or confirmed bias incidents. There is to be special emphasis placed on victim assistance and community relations in order to reduce victim trauma and community tension or fear.

All suspected or confirmed bias incidents shall be viewed as serious. Bias incident investigations shall be conducted in a timely fashion using all appropriate resources to rapidly determine the facts and circumstances surrounding each incident. Careful attention should be given to identifying the motive and cause of the incident and to identifying the motive and cause of the bias incident and to identifying suspects. Referrals to the Hunterdon County Prosecutor’s Office of Victim-Witness Advocacy shall be made as appropriate.

The proper investigation of a suspected or confirmed bias incident in the Town is the responsibility of this Department. All department personnel must be sensitive to the feelings, needs and fears that may be present in the victims and the community at large as a result of a suspected or confirmed bias incident.

I. Purpose

The purpose of these Standards is to establish uniform law enforcement procedure for the response to and investigation of bias incidents.

The Town of Clinton Police Departments shall take an active role in promoting peace and harmony among the diverse groups living and working within the community and protect all citizens from bias incidents.

The Town of Clinton Police Departments shall conduct a thorough and complete investigation of all suspected or confirmed bias incidents and shall cooperate with the Hunterdon County Prosecutor in the prompt and appropriate prosecution of these matters.

Finally, the Attorney General's Executive Directive No. 1987-3 presently requires all Police Departments to report confirmed bias incidents through the Division of State Police Uniform Crime Reporting System.

II. Definition of Bias Incident and Related Criminal Violations

For New Jersey law enforcement purposes, a bias incident is defined as any suspected or confirmed violation of N.J.S.A. 2C:16-1(a)(1) or (2).¹ Some suspected bias incidents may not clearly fit the described definition. In those cases, a common-sense approach to the incident must be used. If an incident appears to be bias-based, it should be investigated and reported as such. Verification of motive and intent can be made during the ensuing investigation.

Law enforcement officers must recognize that a single bias incident may initially appear as less serious when viewed in the larger context of all crime. Nonetheless, any suspected or confirmed bias incident is serious by its very nature. What may appear to be a minor incident can easily escalate into a larger problem or public safety concern.

III. Guidelines For Confirming Bias Incidents

To assist personnel in confirming whether a suspected bias incident is actually bias motivated, the following criteria shall be applied. These criteria are not all inclusive. Common sense judgment must also be applied in the final determination.

A. Motive

1. The absence of any other apparent motive for the bias incident.
2. Display of any bias symbols, words, graffiti or other types of evidence.

3. A common-sense review of the facts and circumstances surrounding the incident. Consider the totality of the circumstances. (Review N.J.S.A. 2C:33-10 and N.J.S.A. 2C:33-11.)
4. How the victim feels about the incident.
5. Statements made by the suspects.
6. Statements made by the witnesses.
7. Prior history of similar incidents in the same area affecting the same victim group.

B. When the above criteria are applied, it may be helpful to ask the following questions:

1. Is the victim from one racial, religious, or ethnic group and the suspect from another?
2. Did the incident occur solely because of a racial, religious, sexual orientation or ethnic difference between the victim and actor, or for other reasons?
3. Is the victim the only member of a particular race, religious, sexual orientation or ethnic group member in the neighborhood or one of a few.
4. Did the victim recently move into the area?
5. Is the victim acquainted with neighbors and/or associated with local community groups?
6. What was the trademark (MO of the actor)? Is it similar to other documented bias incidents?
7. Has the victim experienced past or repeated incidents of a similar nature?
8. Is there a connection between the date of the incident and holidays, school activities or other special public discussions or events?
9. Has there been prior or recent media coverage of similar incidents?
10. Is there an ongoing neighborhood problem that may have contributed to the event? (Could the act be retribution for some conflict with neighbors or area juveniles?)
11. Does the MO signify a "copycat" syndrome of other incidents?
12. Is an organized hate group indicated in the incident?

- a. Is literature involved? What type is it?
 - b. Is there any documented or suspected organized hate group activity in the area?
 - c. Was organized group involvement actually present or made to appear so?
13. Were the real intentions of the actor to commit a bias incident or were there other motives?
14. Does the actor have a true understanding of the impact of the bias incident on the victim?
15. Was the victim put in fear due to the incident?
16. Did the victim feel threatened due to the incident?
- C. If after applying these criteria and asking the appropriate questions, a suspected bias incident cannot be definitely determined to be any other type of incident or is a borderline case, it should be confirmed as a bias incident for continuing investigation purposes.

IV. Initial Response

- A. It must be remembered that the actions taken by officers in responding to and investigating suspected or confirmed bias incidents are visible signs of concern and commitment to the citizens of the communities it serves.
- B. The Town of Clinton Police Department and its officers *shall*:
 - 1. Approach victims in a sensitive and supportive manner.
 - 2. Reassure the victim that appropriate investigative and enforcement methods will be utilized by the law enforcement agency to properly address the bias incident.
 - 3. Ensure that a thorough and complete initial response and follow-up investigation are conducted as required by the facts and circumstances surrounding the suspected or confirmed bias incident, which includes providing for appropriate community relations activities and crime prevention programs.
 - 4. Refer the victim/witness to the Hunterdon County Prosecutor's Office of Victim-Witness Advocacy.

5. Interact with concerned community service organizations, civic groups and religious institutions regarding the suspected or confirmed bias incident.
 6. Effectively calm the victim and reduce the victim's fear and alienation through direct ongoing official communication regarding the bias incident.
- C. Communication and coordination is paramount with all levels of law enforcement.
- D. Responding Officer shall when responding to a bias incident:
1. Apprehend the actor (in applicable).
 2. Provide assistance to the victim.
 3. Protect the crime scene to prepare for gathering of evidence.
 4. Obtain the names and addresses of all persons who witnessed or who are acquainted with the circumstances of the incident. All such persons should be questioned in detail.
 5. Prepare an Investigation Report. Document the basic facts and circumstances surrounding the incident to include the following:
 - a. Name, address, telephone numbers and other information regarding the victim and witnesses.
 - b. Where the incident occurred.
 - c. Person and/or property targeted.
 - d. How targeted.
 - e. Means of attack.
 - f. Time of incident.
 - g. Method of operation, trademark or unusual characteristics of incident.
 - h. Any and all other relevant information provided by the victim and witnesses.
 6. Prepare the Supplementary Bias Incident Offense Report, appendix A. Link below.
https://www.njsp.org/ucr/pdf/forms/ucr-bi1_2019.pdf
- E. The on-duty supervisor or senior officer on scene shall:

1. Contact a supervisor (if not on scene).
2. Request that a law enforcement supervisor (if not on scene) respond to the scene, as appropriate.
3. Notify the Hunterdon County Prosecutor's Office, through Hunterdon County Communications. Additionally, fax or email the completed Supplementary Bias Incident Offense Report.
4. Supervise the preliminary response.
5. Confer with the initial responding officer.
6. Assist in the stabilization of the victim, as required.
7. Ensure that the crime scene is properly protected and preserved.
8. Take steps to insure that the incident does not escalate.
9. Ensure that the necessary basic information is obtained to sustain a follow-up investigation.
10. Refer the victim and witness to the Hunterdon County Prosecutor's Office Victim-Witness Advocate.

F. The supervisor (whether on-scene or not), shall:

1. Arrange for an immediate increase of patrols throughout the affected area, as appropriate.
2. If potential exists for further acts of violence or damage to property arrange for officers to be assigned to the location of the incident in a fixed post position.
3. Attempt to verify if the occurrence is a confirmed bias incident. Verification assistance should be provided by other levels of leadership, the Investigation Division and/or the HCPO.
4. Request that the Departmental Detective respond to the scene if a bias incident is suspected or confirmed. If the Detective is unavailable or can not be reached, request that the supervisor commanding the Investigation Division respond.
5. Notify the Chief of Police regarding the facts and circumstances surrounding the incident.

6. Ensure All reports are completed and forwarded to appropriate authorities.

V. Follow-Up Investigation

Bias incident follow-up investigations should be conducted by the Departmental detective; however, due to the size of the Town of Clinton Police Department, other officers are expected to take an active role in follow-up investigations.

Bias incident investigations shall be given the appropriate degree of priority treatment. Follow-up investigations and community relations activities shall be timely and comprehensive. The victim shall be kept informed of the progress of the investigation. Referrals to the appropriate support services shall be made as required.

Much of the work of the investigator will involve working with people from diverse background and orientations. The investigator must be able to show compassion and sensitivity toward the plight of the victim while gathering the evidence needed for juvenile or adult prosecution.

Victims of bias incidents, like other victims of crime, tend to experience emotional stress as a result of their victimization. This stress may be heightened by a perceived level of threat or personal violation due to the special nature of the bias incident.

Officers assigned to handle bias incident cases should have background in working with sensitive cases. They should also have experience in handling community relations problems. In any case, where language is an issue, officers fluent in that particular language should be assigned to assist in the investigation.

Additionally, officers should be generally familiar with various forms of bias incidents and with hate groups operating within the State of New Jersey. The Division of State Police Central Security Bureau can provide information and assistance regarding organized hate groups.

A. Investigator Responsibilities

1. As stated above, the Departmental Detective shall respond to the scene. If the Detective is unavailable or cannot be reached, the supervisor commanding the Investigation Division shall respond.
2. Assume control of the bias incident follow-up investigation.
3. Ensure that the scene of the bias incident is properly protected and preserved.

4. Conduct a thorough and comprehensive follow-up criminal investigation. Continue bias incident verification procedure following the guidelines for confirming bias incidents contained in these Standards, as necessary.
5. Ensure that the scene of the bias incident is properly documented and searched and evidence gathered for analysis as required. The documentation of the crime scene should include the taking of samples of physical evidence, the securing and transporting into custody of related movable evidence and photographing the crime scene as appropriate.
6. Interview all victims and witnesses.
7. Canvass the community to identify other victims and witnesses. Conduct additional interviews as necessary.
8. Determine the primary elements of the incident and obtain information necessary to complete the data elements of the Uniform Crime Report Supplementary Bias Incident Offense Report. Primary elements of the investigation include:
 - a. Persons targeted – This includes the name, address, telephone number, personal background and other details of the victims.
 - b. Object targeted – This includes details on the type of premises, building or institution against which the offense was committed (private premises, public property or property primarily used for religious, educational, residential, memorial, charitable, or cemetery purposes, or for assembly by persons of a particular race, color, sexual orientation or ethnicity).
 - c. How targeted – This includes the way in which the person or property was attacked or damaged (assaulted, put in fear of bodily violence by placing on public or private property a symbol, and object, a characterization, an appellation or graffiti that exposes another to threats of violence, contempt or hatred on the basis of race, color, creed or religion, defacement or damage by placing of a symbol, an object, a characterization, an appellation, or graffiti that exposes another to threat of violence, contempt or hatred on the basis of race, color, sexual orientation or ethnicity).
 - d. Means of attack – This includes the instrument, tool, device, or method by which the person or property was attacked or damaged.
 - e. Time and date – This includes both the time and date reported and the actual time and date the offense was committed.

- f. Trademark – This includes the MO or individual identifying characteristics of the bias incident which may serve to distinguish the offense from others committed in much the same fashion. This element is helpful in connecting a suspect with past incidents.
9. If a series of bias incidents has occurred, these investigative elements will be crucial in developing an operating pattern and in identifying suspects. This investigative process will also assist in identifying participation of organized hate groups.
10. Conduct surveillance and other appropriate investigative activities in order to obtain additional evidence and to identify suspects.
11. Contact other appropriate law enforcement agencies for assistance, as required.
12. Work closely with the Hunterdon County Prosecutor to ensure that legally sufficient cases are presented for prosecution.
13. Assist the victim/witness in obtaining appropriate support services.
14. Prepare standard investigative reports documenting the bias incident investigation, as appropriate.
15. Ensure that all confirmed bias incidents are reported to the Uniform Crime Reporting System using Division of State Police Uniform Crime Reporting procedures and report forms.
16. Assist with community relations activities and crime programs, as appropriate.
17. Investigators should ensure that all physical remains of the incident are removed after crime scene processing is completed. If the remains cannot be physically carried away (example: paint on walls), the appropriate level of command should attempt to notify building or property owners regarding the need for complete removal as soon as possible after the crime scene has been fully processed.
18. Community leaders and organizations are important resources during any bias incident investigation. These resources can help to broaden the investigator's understanding of the incident. They can also help to convince uncooperative victims and witnesses to cooperate with investigators and encourage more victims to report bias incidents.
19. Investigators shall be sensitive to the safety concerns of victims and witnesses, and arrange for appropriate security measures to be implemented to protect persons and property.

VI. General Role and Responsibilities of the Chief of Police

- A. Provide leadership and direction by developing a clear and concise formal bias incident written order or directive based upon these Standards and disseminating it to all law enforcement officers of the agency
- B. Publicly announce the agency's bias incident investigation policy. Explain that the public should immediately contact the police when a bias incident occurs.
- C. Ensure that all law enforcement officers of the agency receive appropriate training in bias incident response and investigation.
- D. Ensure that an appropriate initial law enforcement response is provided to all suspected or confirmed bias incidents and that a complete follow-up investigation is carried out, as appropriate.
- E. Ensure that security is increased in the affected area, as appropriate.
- F. Personally, visit the victim of a bias incident, or designate an officer to do so.
- G. Ensure that the bias incident investigation is actively pursued to a successful conclusion or until all leads have been considered.
- H. Ensure that all relevant information regarding suspected or confirmed bias incidents is shared with the Hunterdon County Prosecutor, the Division of State Police Central Security Bureau and other appropriate law enforcement agencies within a reasonable period of time, as appropriate.
- I. Ensure that victim/witness service referrals are made in a timely manner, as appropriate.
- J. Enlist the aid of religious, community, business and educational groups as well as other community leaders in an effort to moderate the impact of the bias incident, to reduce the potential for counter-violence and to promote good police community relations.
- K. Ensure that community relations activities and crime prevention programs are conducted, as appropriate.
- L. Maintain contact with community leaders concerning the bias incident.
- M. Conduct appropriate media relations. Prepare accurate and timely public information news releases, as appropriate.

- N. Ensure that all confirmed bias incidents are reported as required to the Uniform Crime Reporting System using Division of State Police Uniform Crime Reporting procedures and report forms.
- O. Ensure that victims and other concerned parties are informed of the final disposition of the incident.

VII. Mandatory Notifications/Reporting

A. **Hunterdon County Prosecutor's Office** shall be notified of a suspected or confirmed bias incident as soon as possible, not to exceed 24 hours. Once verbal notification is accomplished, the Supplementary Bias Incident Offense Report, appendix A shall be faxed or emailed to the HCPO. The notification shall be documented in the Investigation Report.

- 1. Supplementary Bias Incident Report link:
https://www.njsp.org/ucr/pdf/forms/ucr-bi1_2019.pdf

B. **Uniformed Crime Report (UCR)** officer shall report all confirmed or suspected bias incidents through the eUCR system as soon as possible, but not more than 24 hours from the initial law enforcement response.

C. New Jersey State Police Central Security Bureau

- 1. Shall be notified:
 - a. A bias incident occurs and an organized hate group is suspected of being responsible.
 - b. A bias incident has potential to generate large scale unrest.
 - c. Assistance is requested by local and county law enforcement authorities with the investigation of any bias incident.
- 2. During normal working hours, the supervisors of the Central Security Bureau can be reached at telephone number (609) 530-5710. After normal working hours, holidays and weekends, contact Division of State Police Headquarters at (609) 882-2000 and request that the Supervisor of the Central Security Bureau be contacted.

VIII. Continuing Education

A. All officers are required to complete continuing education as directed by the Office of the Attorney General and through the Community Law Enforcement Affirmative Relations Continuing Education Institute (CLEAR).

All police procedures heretofore employed by the Town of Clinton Police Department which conflict with this order are hereby rescinded. Supervisors shall be held accountable for the enforcement and application of this order. All members of the Town of Clinton Police Department are required to follow this order as applicable. Violations of this order subject members of this agency to discipline.

Appendix A

This report should be submitted immediately upon completion, DO NOT wait for the end of the month to forward.

Reset Form

STATE OF NEW JERSEY • DEPARTMENT OF LAW & PUBLIC SAFETY
Supplementary Bias Incident Offense Report

2. Municipality		3. Mun. Code	4. ORI Number	5. State Police Station (NJSP Use Only)	6. Code
7. Date of Bias Incident		8. Incident Target (Check One)		9. Organized Group (Check One)	
10. Gang (Check One) If Yes, complete a Gang Form (S.P. 753)		11. Type of Incident (Check One)		12. Other (Specify in Remarks)	

VICTIM/OFFENDER INFORMATION: COMPLETE ONE FORM FOR EACH VICTIM.

12. Victim's Race (Check One)		13. Victim's Age		14. Victim's Sex (Check One)	
15. Offender's Race (Check One)		16. Offender's Age		17. Offender's Sex (Check One)	
18. Offender's Ethnicity (Check One)		19. Offender's Religion (Check One)		20. Offender's Disability (Check One)	

BIAS MOTIVATION: Select up to Five Bias Motivations per Offense.

19. Race/Ethnicity/Ancestry (Check One) ANTI-		20. Religion (Check One) ANTI-		21. Gender Nonconforming (Check One) ANTI-	
22. Disability (Check One) ANTI-		23. Gender (Check One) ANTI-		24. Sexual Orientation (Check One) ANTI-	

INCIDENT DETAILS:

25. Type of Bias Crime Committed (Check One)		26. Location of Occurrence (Check One)		27. Relationship of Victim to Offender	
28. Total # Victims		29. Total # Offenders		30. Disposition *If Arrested or Exceptional Clearance is selected, you must enter information in Fields 15-18.	
31. Est. Damaged Prop. Value		32. Remarks. List additional offender(s). Brief Synopsis of Incident is Required		33. Department Reporting	

34. Telephone and Extension		35. Prepared by (Print Rank/Name)		36. Date Completed	
37. Reviewed By		38. Badge Number		39. Status	

• All information shall be entered into the UCR System within 24 HOURS of the Reporting Time.
 • DO NOT: Email, Fax, or Mail a paper copy of this form to the New Jersey State Police, County Prosecutor, or New Jersey Division of Criminal Justice, unless otherwise directed by County Prosecutor.

Appendix B

INTER-AGENCY COOPERATION

The Division of Criminal Justice as part of the Department of Law and Public Safety, under the authority of the Attorney General, has the broad responsibility of overseeing the criminal justice process and the law enforcement function through interaction with various levels of government in order to secure the benefits of a uniform and efficient enforcement of the criminal law and administration of criminal justice.

The Division of Criminal Justice has brought about significant criminal justice reforms through proposing legislative initiatives and providing law enforcement education and training programs and management assistance to law enforcement. The Division of Criminal Justice also has the expertise and resources to initiate and conduct complex investigations and prosecute all forms of criminal activity.

Located within the Division of Criminal Justice is the Prosecutors Supervisory Section. This section acts as the primary liaison between the Attorney General and the county prosecutors. The Prosecutors Supervisory Section is responsible for assisting in the coordination and monitoring of bias incident investigations. The Prosecutors Supervisory Section also reviews citizens complaints which are directed against a prosecutor's office related to its action and decisions concerning bias incidents.

Also found within the Division of Criminal Justice is the Police Bureau. The Police Bureau is responsible for developing a wide range of training and education programs to law enforcement. The Police Bureau also provides management and technical assistance to law enforcement agencies. The Police Bureau also publishes the Police Management Manual – A Guide for Municipal Police Departments, which contains a chapter covering the development of formal written orders and directives. Upon request of individual law enforcement agencies, presentations will be scheduled for community police relations, bias incident investigation standards and cultural diversity training. The Division of Criminal Justice is located in the Richard J. Hughes Complex, 25 Market Street, CN 085, Trenton, NJ 08625-0085 (609) 984-6500.

County Prosecutor's Office

The prosecutors is the chief law enforcement officer of the county and is charged with the duty of faithfully enforcing the law by using all reasonable and lawful means to detect, arrest, indict and convict offenders. The prosecutor's duties include providing countywide law enforcement leadership and assisting and supplementing law enforcement agencies within ones jurisdiction with personnel and investigative resources, as necessary.

The county prosecutor's office shall be notified of a suspected or confirmed bias incident as soon as possible, not to exceed 24 hours. The county prosecutor's office shall monitor the

investigation of all suspected or confirmed bias incidents, within one's jurisdiction, as necessary.

Further, the chief law enforcement executive or a designee shall contact the county prosecutor's office for legal advice and investigative assistance, as necessary.

Division of State Police Central Security Bureau

The Division of State Police, as part of the Department of Law and Public Safety, under the authority of the Attorney General, maintains the Central Security Bureau. It is the responsibility of the Civil Affairs Unit of the Central Security Bureau, Intelligence Services Section to investigate, among other things, bias incidents perpetrated by known hate groups operating in the State of New Jersey.

The Civil Affairs Unit not only investigates these incidents perpetrated by organized hate groups, but also monitors the operational activities of local authorities relative to all such incidents reported. Files pertaining to this activity are maintained and the Bureau periodically contacts reporting agencies regarding these incidents.

The Central Security Bureau is available to assist local and county law enforcement authorities with specific investigations when it is determined that Division of State Police assistance is required. Requests for Division of State Police assistance should be directed to the Supervisor of the Central Security Bureau, Intelligence Services Section.

Bias incidents can occur at anytime, in any place and have the potential to cause large-scale unrest. With this possibility in mind, the Central Security Bureau will continue to monitor communities in order to anticipate or project the potential for such an incident.

Although this problem cannot be completely remedied, constant vigilance is crucial and will continue to remain a priority of the Central Security Bureau.

Guidelines for Notification of Central Security Bureau

The Division of State Police Central Security Bureau has established the following notification procedure to be followed when:

1. A bias incident occurs and an organized hate group is suspected of being responsible.
2. A bias incident has potential to generate large scale unrest.
3. Assistance is requested by local and county law enforcement authorities with the investigation of any bias incident.

Notification of Central Security Bureau

1. During normal working hours, the supervisors of the Central Security Bureau can be reached at telephone number (609) 530-5710.

2. After normal working hours, holidays and weekends, contact Division of State Police Headquarters at (609) 882-2000 and request that the Supervisor of the Central Security Bureau be contacted.

Division on Civil Rights

The Division on Civil Rights, as part of the Department of Law and Public Safety, under the authority of the Attorney General, is responsible for the enforcement of New Jersey’s Law Against Discrimination (N.J.S.A. 10:5-1) and for investigations of violations of this law. Further, the Division on Civil Rights is mandated to eliminate and prevent discrimination and prejudice, and to promote good will among the diverse population of New Jersey.

In 1945, New Jersey adopted a law which established a State agency responsible for addressing discrimination by:

- Employers;
- Employment agencies; and
- Labor organizations

Over the years, New Jersey’s anti-discrimination laws have been expanded to include discrimination in:

- Areas relating to employment;
- Housing
- Public accommodations; and
- Business transactions

In some cases, discrimination matters may be elements of a suspected or bias incident. Further, reports of a bias incident may later prove to be violations of New Jersey’s Law Against Discrimination.

When a law enforcement agency is confronted with suspected or confirmed violations of New Jersey’s Law Against Discrimination, the Division on Civil Rights shall be contacted

Division on Civil Rights Branch Offices

Asbury Park 601 Bangs Avenue, 5 th Floor (908) 988-5550	Atlantic City 1548 Atlantic Ave., 2 nd Floor (609) 441-3100
Camden 101 Haddon Avenue	Morristown 24 Washington Street

(609) 757-2850	(201) 984-8366
Newark 31 Clinton Street (201) 648-2700	Paterson 369 Broadway (201) 977-4500
Trenton 383 West State Street (609) 292-4605	Vineland 501 Landis Avenue (609) 696-6837

Division on Civil Rights Inter-Agency Services

In addition to enforcement and investigative responsibilities, the Division on Civil Rights can provide the following services to law enforcement agencies upon request:

- Education and training relating to the Law Against Discrimination.
- Mediation and conciliation of community conflicts relating to bias incidents and discrimination.
- Civil rights sensitivity seminars
- Speakers bureau (English/Spanish)
- Literature, training, publications and exhibits relating to civil rights and the Law Against Discrimination.
- Twenty-four hour bilingual hotline and mobile information unit.

Many of these services are available in a bilingual format. Additional information about these services and programs can be obtained from Division on Civil Rights branch offices or the Division on Civil Rights administrative office in Trenton.

**Community Relations Service
United States Department of Justice**

The New Jersey Department of Law and Public Safety and the United States Department of Justice, Community Service responds to problems at the request of local officials or representatives of community organizations, as a result of news media reports of tension or conflict, or through other requests. Once the agency becomes involved, it carefully assesses the situation to determine whether the problem falls within the Community

Relations Service's mandate, what the issues are, who the disputing parties are, the level of tension, and other pertinent factors.

Following this process, which includes extensive discussions with public officials and local community leaders, the agency initiates whatever steps are necessary to begin making progress toward bringing about a resolution. The Community Relations Service attempts to resolve conflicts through informal conciliation. However, if the agency and the parties determine that formal negotiations offer the best hope for a settlement, the agency arranges and mediates the negotiations.

Either way, emphasis is placed on helping people find a way to resolve their own differences. The Community Relations Service, which has no law enforcement authority, can impose no settlement on anyone (although it can and does make referrals to appropriate agencies when the situation warrants).

The "disputes, disagreements or difficulties" to which the agency responds touch practically every aspect of community life. These conflicts range from problems arising over police use of deadly force, school issues, and harassment of minorities by hate groups to those problems uniquely associated with population groups such as Hispanics, Native Americans or Indochina's refugees.

The Agency's approach to all these problems – as an impartial third-part intervener- is designed to help communities cope with the broad range of changing patterns in racial/ethnic relations. The priority is always to help communities and their residents settle their differences in a way that is equitable for all. There is no cost to communities for this service. The Community Relations Service for the Northeast (Region II) is located at Federal Plaza, Room 3402, New York, New York (212) 264-0700.